

CYA

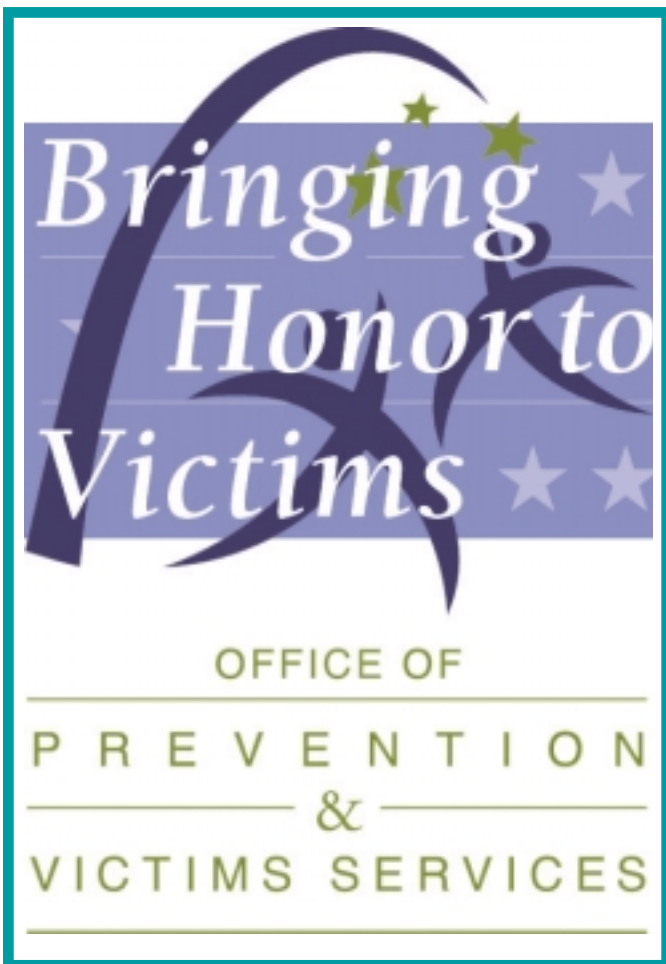
California Youth Authority

Spring 2002
Victims' Edition

www.cya.ca.gov

Today

Over 50 Years of Service to the People of California



Director's Corner: Honoring California and the Nation's Victims

By **Jerry L. Harper**
Director

As we approach the 22nd annual commemoration of National Crime Victims' Rights Week April 21-April 27, 2002, I am proud to join my staff and colleagues across the nation, in honoring those who help victims and survivors of crime. This year's theme, "Bringing Honor to Victims," reminds us that we honor victims by providing comprehensive, quality services; by giving them the information they need to make their own choices; and by enacting and enforcing legal rights and protections in the justice system.

In the aftermath of Sept. 11, 2001, this year's theme reflects the country's heightened awareness of the harsh and tragic impact of crime on its victims, while underscoring the critical importance of helping all victims of crime rebuild their lives.

This week is about bringing honor to all crime victims by promoting a greater understanding of crime victims' needs, and for applauding the countless staff who have dedicated their lives to seeing that those harmed by crime don't fall through the cracks.

I would like to particularly recognize and thank the Victims Services Division (VSD) staff for their continued commitment in ensuring victims of our offenders are informed of their rights and for providing direct services and comfort during very difficult times. There seems to be far too few opportunities to pay tribute to the VSD staff and the many other Youth Authority employees who have dedicated their lives to helping and healing.

(Please see **Director**, page two)

A Balancing Act:

Between Managing the Needs of Victims, Staff, Offenders, and the Community

By **Cynthia Florez-DeLyon**,
PAIII, Victims Services
Supervisor, OPVS

When I made the transition from working with offenders to

crime victims, it was a very frightening experience. I remember the fear I felt when taking that first victim call. Would I say something wrong that would be hurtful or insensitive? As I began to talk with and console many victims, I realized all they wanted was for someone to listen to them. They wanted someone to acknowledge them, not to blame them and include them in the criminal justice process.

Today as I look back at my first victim contact, it is hard to believe that I have been working for the Office of Prevention and Victims Services (OPVS) for five years. That is half the time of OPVS' existence. Where did the time go? So much to learn. So much to do. So much more to accomplish.

I must say I have been very fortunate to work with the best of the best in the department and under the guidance of **Sharon English, Walt Jones, Kip Lowe, Chiquita Sipos, Jill Weston** and on and on. I often think, "Wow, it can't get any better than this." I fondly remember Sharon going off to do her national trainings and attending victims committees throughout the United States. BEWARE when she returned. It would result in more assignments!

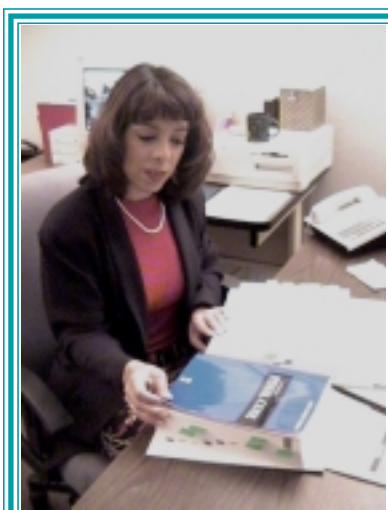
Don't get me wrong, they were wonderful, innovative and creative ideas that were conjured up by Sharon and her victim advocate counterparts or should I say the "Old Buffalos" throughout the country. I would like to thank her and every one of these staff along with my current col-

leagues for teaching me to become a true victim advocate and for preparing me to fill some big shoes.

Managing the largest juvenile victims services program in the nation can be a daunting task. What has made it bearable are my staff. I am extremely fortunate to have the best group of people working for me. Each and every one of them gives 150 percent of their time and dedication to crime victims, as you will note in the articles they personally wrote for this *CYA Today* Victims Edition.

My staff is often required to take calls from victims in crisis. These are victims who are upset with how they have been treated by the system or from victims who are irate and scared when

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Cynthia Florez-DeLyon
Victim Services
Supervisor

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Editor's Column: A Survivor's Voice — Closure Never Comes!

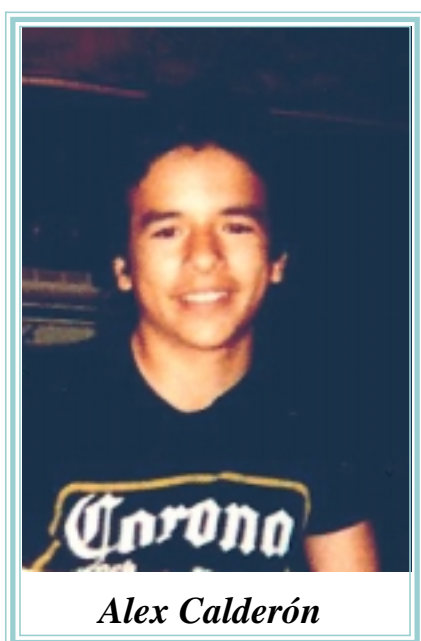
By **Julio C. Calderón**
Editor

This year's special edition approaches National Crime Victims Rights Week from the perspective of those who are providing services to victims, and those who try to help victims through the juvenile justice system. The articles are from the personal experiences of these professionals and from victims and the wards who victimized them. I am among those who lost a child to juvenile violence and have had to work my way through the juvenile justice system.

More than ten years have passed from that first telephone call telling me that my 14 year-old son, **Alex**, had been stabbed and died.

Alex had been attacked by 11 youths while waiting for a bus. The case drew a lot of media attention in the San Francisco Bay Area. In the midst of having to deal with funeral arrangements and family, we also had to deal with many of Alex's friends, and with the ever-present media inquiries.

A reporter approached me from KTTV-2 from Oakland for an interview. The cameraman positioned me so that the crowd and my son's coffin were in the background at the cemetery. Then came 'the' question, "How do you feel about youth



Alex Calderón

violence?" I looked at the young reporter quizzically. The irony in this was the fact that I had asked that question many times, holding a microphone with that same station logo on it, some 20 years before that day.

What I did not realize, two decades prior to the day I was faced with that question, was the role I played as a reporter in further victimizing the people I interviewed. That question was only the start of the institutional victimization that would last for more than ten years.

Justice was swift in Alex's case. The youth involved ranged in age from 14 to 18, and out of the 11, involved only seven were charged, and only one of them for murder. Each one of the

youths had a trial, seven trials that I had to attend. Seven times that I had to hear the details of my son's death. Seven times that I made a 'witness' statement to a juvenile court judge. Seven times that I had to ask, why, of seven judges and seven boys.

These were also seven times that I sat in a courtroom with parents that could not look me in the eye, and one family, that of the one charged with the murder that cared less how I felt, or how my daughter, who was with me for that trial, felt.

I was fortunate because the district attorney that tried the cases was cognizant of my need to know what was happening — every step of the way.

One of the most difficult parts of the process was listening to defense attorneys try and paint their clients as 'good' kids. Some defended with such passion that they tried to make it look as if it was Alex's fault for having been sitting at that bus stop at that hour — it was three in the afternoon. One went as far as blaming President **Ronald Reagan**. This was in the judge's chambers, — the judge had asked to speak with me when the lawyer came into the office with his ridiculous argument. He didn't know that I was a Republican.

(Please see Editor's, page five)

Can the Juvenile Court Make a Difference for Victims?

By Hon. **Arnold D. Rosenfield**
Juvenile Court, Solano County

The answer to the question, I submit, is "maybe, but not alone." If you ask the public and the victim community what their perceptions are, they would probably come up with a resounding, "No."

As a basic definition and premise, the word "difference" will be defined as leaving the victim holding an opinion that at some level, either emotional and/or financial, that the system made a genuine attempt at providing a way of participating and a modicum of satisfaction if the victim chose to participate.

A major tenet of Restorative Justice which makes tremendous sense, is that victims are the primary clients of the criminal justice system. Thus, we are to be looking at how we can best serve victims and overcome the myriad of barriers that stand in the way

of having victims leave the system in somewhat better condition than when they entered.

In order to succeed, communities must buy into the notion that victims matter and that the community cares for its victims not only when a child is kidnapped, but also when the average citizen has his/her car stereo stolen. There needs to be a visible reminder, some kind of symbol that the community cares about all its victims of crime. Public service announcements would help, as would a display of a symbol in public institutions and commercial enterprises as well, that the community will rally around victims of crime.

This must carry through to the police who are operating on the street. Police must let all victims know, at the earliest possible time, that it is a community value to have victims participate in how the juvenile justice system will

respond to their individual cases. Victim service centers at police stations as well as court houses would reinforce the value. Information handed out in the field or at the victim service center explaining how community members, law enforcement and the juvenile justice system can provide help, and easy access to participating in what happens to the offender would be helpful. Resources need to be available for non-English speakers. All efforts must be geared to overcome the hesitancy of victims to participate at all.

These service centers could become information clearing houses and a vehicle for preparation of claims and victim impact statements. Coordination with advocates and attorneys for victims of sexual abuse would be a must, as would the coordination of activities and services provided at the central court houses.

(Please see Courts, page four)

Director...

(From page one)

You will see in the articles included in this year's *CYA Today* Victims Edition a firsthand view of the difficulties, frustrations, challenges, and rewards experienced by VSD staff, victims, victims services providers and criminal justice professionals when working and advocating for crime victims on a daily basis. Throughout the week, our department will sponsor community activities, fundraising for victim service agencies; conduct victim impact panels and provide victims services presentations throughout the state. Please join me at your work sites in recognizing the 2002 National Crime Victims' Rights Week by attending or participating in the many activities scheduled for the week.

In the year 2002 and beyond, let us **Bring Honor to Victims** and the staff who serve them and ensure that the 22,570 victims we serve receive the mandated services they are entitled to and are treated with respect and dignity.

"When someone is a victim, he or she should be at the center of the criminal justice process, not on the outside looking in.

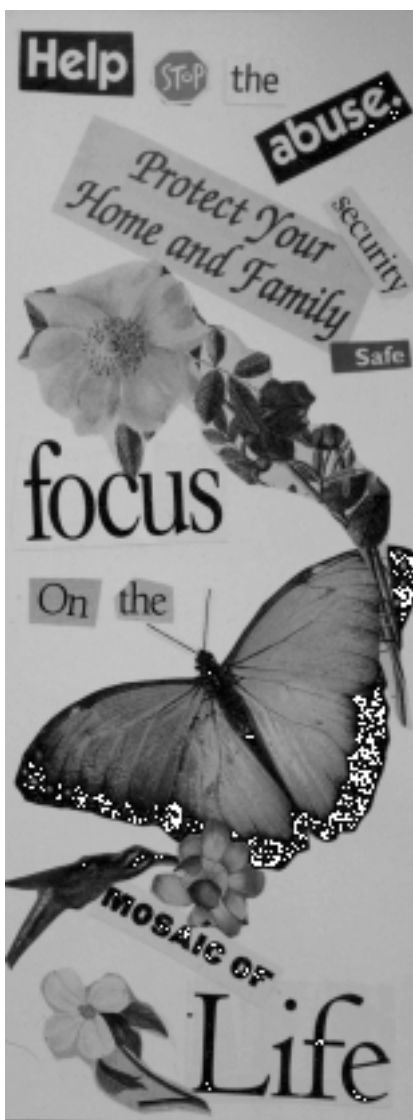
Participation in all forms of government is the essence of democracy. Victims should be guaranteed the right to participate in proceedings related to crimes committed against them. People accused of crimes have an explicit constitutional right to attend trials. All of this is as it should be. It is only the victims of crime who have no constitutional right to participate and that is not the way it should be."

President William Jefferson Clinton

The Arts — A Window Between Worlds

By **Rosemary Crisostomo**
Victims Services Analyst
OPVS

A Window Between Worlds (AWBW) is a non-profit organization in Southern California with a unique program that focuses on providing art as a recovery tool for battered women and children in the shelter set-



ting.

AWBW provides weekly art workshops to women to assist them with their struggle to regain self-esteem and personal strength to make new choices for themselves. The workshops' primary focus is to open a window for these women into a reflective, personal, and calm time when they can tap into their imagination, self-worth, hopes, and dreams by creating their own tangible piece of art. As the women use this time to draw, sculpt, craft, etc., they find the safety and strength to move beyond false limitations previously placed on them.

AWBW assists children from violent homes who are often the "unseen victims," without the words to express their feelings about having witnessed or experienced violence. The art projects stimulate their creativity and accelerate the healing process. The program assists these children in finding a sense of safety, power, and hope through painting, drawing, sculpting, writing, and by offering the young survivors a safe way to express and release their emotions of pain and confusion.

In addition, AWWB provides a Leadership Training/Manual to prepare art facilitators to implement their own Windows Program; on-going consultation with leaders to discuss

challenges, successes and /or their ideas for new workshops; monthly Leaders' Updates and publication opportunities; Leaders' Art Workshops. AWWB provides art supplies to active programs and has five different exhibitions available to anyone wanting to use survivors' art to help break the silence in their community.

AWBW works to serve as a hub of connection and inspiration between the many leaders in the community. They are available to any person, agency or organization wanting to implement the art as an activity for women and children surviving domestic violence and/or substance abuse. If you would like more information on AWWB, you can go to their website at www.awbw.org or you can call (310) 396-0317.

In addition to the AWWB, Northern California has a similar program called the "Women's Wisdom Project," which is located at the Sacramento Food Bank on 3333 Third Avenue, south of Broadway. This is a non-profit organization providing services to women only. The program focuses on art as a recovery tool for women in need of healing from poverty, oppression, mental illness, and violence. The most vital component of the program allows its members to be creative and productive, which contributes to their heal-

ing.

If you would like more information on the "Women's Wisdom Project" please call **Sandee Nieves** at (916) 456-1980.



Justice or Contempt of Court for a Victim?

By **Jill Weston**, Parole Agent II
Victims Services Specialist
OPVS

"Mr. Jones" called when he got the forms from Office of Prevention and Victim Services (OPVS). He was confused and unclear about which offender and which burglary we were referring to because his home and shop have been burglarized often. Not only was he confused and unclear, he was upset and not just at the offenders. After being burglarized, "Mr. Jones" was diligent, followed the court case and stayed active. He wanted his voice heard and he wanted restitution from the offenders who had done the damage.

Despite what "Mr. Jones" wanted, he didn't get it. Restitution was not ordered. The offenders were considered poor kids from broken homes and the issue was discussed in open court in front of them. When "Mr. Jones" objected to them getting the message that they weren't accountable — a \$100 fine was ordered for "Mr. Jones." He was held in contempt of court. Now what he voices is "Victims are just that — victims. I don't have 1/10th the rights of offenders. Why can't the system just be just?"

Ward's View of Violence Through Art — 'Life in a Split Second'

By **Pao Lo, Ward**,
O.H. Close Youth Correctional
Facility

To anyone looking at this picture, "Life in a Split Second," might represent many things. However, when I started drawing this picture for a poster contest regarding gun violence, all I saw were shattered dreams. It only takes a split second after a trigger is pulled to end life-long dreams. The images of the two people represent two sides of the story. The one behind the fence represents someone whose dreams have been seized for a long time for taking the life of another. This could be me, you, or anyone. The other image represents someone who lost their life and whose dreams are lost forever. This could be me, you, or anyone -- it can also represent a loved one like a mother, sister, wife, or girlfriend of both images who are also



'Life in a Split Second' by ward artist **Pao Lo**

victims and experience pain as well.

You may draw your own conclusions, but to me this poster represents the shoes that I walk in. It is my history and past lifestyle. Through this drawing, I am expressing my personal life and how both my dreams and my victims' dreams vanished

because I took a life in that split second.

After looking at the poster "Life in a Split Second," stop and visualize how guns and gun violence can hurt so many people including you, your family, and the community. Acknowledge and see the reflection in this poster and realize either image could be you. Don't let guns end your dreams. Think wisely before holding a gun.

Editor's note:

The Youth Authority has a long-standing tradition of encouraging exposure to use of the arts as medium for wards to learn self-expression.

The Do and Don'ts of Working With Victim Statements

Testimony by crime victims at parole board hearings can be very emotional and hard for everyone to hear. At times, the person might drift from describing the impact of the crime and begin to recite the details of the offense or provide information beyond what is needed by the hearing officers. For some victims, being in the institution, seeing the offender, and re-telling information about the harm caused by the crime can trigger thoughts and feelings they thought were controlled. To help the person testifying keep on point about the impact of the crime, the following questions could be used:

- How did this offense affect you and your family?
- What was/is the financial impact of this crime on you and your family?
- What was/is the emotional impact of this crime on you and your family?
- What was/is the physical impact of this crime on you and your family?
- What do you want to happen now?
- Are there any questions you would like us to ask the offender?
- Are there any special conditions of parole that you would like us to consider ordering?
- Is there any other information you would like to share with the Board regarding the offense, and how it affected you and your family?

What do you do with the answers to these questions? It is suggested that you use the comments to frame your questions to the offender soon after other preliminary questions are asked. Do not let the comments go without a response and an acknowledgment of the impact value. Victims usually want to know if they are safe from this offender, who they can contact if they feel threatened, and some indication that the offender is remorseful.

WHAT TO SAY WHEN YOU DON'T KNOW WHAT TO SAY

Things to say or ask victims:

- I'm sorry this has happened to you and your family.
- We value your participation in this process.
- Your involvement and this information are important to us.
- How can we help you?
- What can we do for you?
- Do you feel safe?
- I know it is hard to come to these hearings.
- I can't imagine how this crime has hurt you.
- It is understandable that you feel this way.
- We hope that things will get better for you.

Try to personalize your interaction with the victims — remember their names and the name of actual victim if they are the survivors.

Things to NOT say or ask victims:

- I know how you feel.
- I understand.
- It's God's will.
- Move on, put this behind you.
- You're so lucky.
- You should forgive this person.
- You should be over this by now.
- Why didn't you.....
- It could be worse.
- Usually, victims.....
- What you need is.....
- Get over it. Get on with your life.



“The harder the conflict, the more glorious the triumph. What we obtain too cheap, we esteem too lightly; it is dearness only that gives everything its value.”

Fredrick Douglass

Courts...

(From page two)

Community buy-in at this level would mean provision of trained volunteers to help out and assist at service centers.

Courts would require that each case, in which a victim was identified, had a probation report which reflected the scope of the victim's participation and desired participation, or the reason for non-participation. Specific reference would be made to contacts, information provided and responses or lack thereof.

Community response also implies that the business community would become involved in

both policy planning around how businesses could play a role when businesses are the victims of crime. This could include a volunteer victim impact panel with an associated business mentoring program. Businesses could provide an opportunity for entrepreneurial enterprise by children who would not only be able to make money but learn work ethic, and how the business community works. The largest stake that a child can have in his or her community is a paying job. Business could work with local

(Please see *Courts*, page twelve)

The District Attorney's Role in the Juvenile Justice System

By **Lia Martin**
Deputy District Attorney
Los Angeles County

I represent the people of the State of California when minors come before the juvenile delinquency court because they committed a criminal offense. I have prosecuted hundreds of cases in delinquency court. Victims of crime in my cases have included parents, siblings, homeowners, car owners, restaurant workers, pedestrians, motorists, rival gang members, educators, police officers, apartment building tenants, and school mates. I believe it is my duty to protect the interests of these victims at each stage of the delinquency proceedings. I also believe that being a prosecutor often presents me with the unique opportunity to acquaint members of the community with how the juvenile justice system operates.

Many people have some familiarity with the criminal justice system because they have watched portions of proceedings being broadcast as part of a local news report, experienced jury duty, or followed “Court TV” type programs. However, since most proceedings in delinquency court are confidential, the same opportunity does not generally exist. I have been able to explain to victims of crime, their family members, and other witnesses some of the differences between delinquency court and criminal court. For example, in delinquency court there are no juries. The bench officer is the judge of both the facts and the law. So much for all the, “Ladies and gentleman of the jury” speeches we have watched on prime time television!

Another distinction is in the rationale behind judge-imposed sanctions. The purpose for sentencing in the criminal justice system is punishment. In juvenile delinquency court, the overriding interest is in rehabilitating the minor and helping him or her

become a law-abiding member of the community. Any sanction that the court imposes upon a minor is done with this objective in mind. As the prosecutor, I am there to serve as a reminder that the court must look beyond the best interests of the minor who has committed a criminal offense. California Welfare and Institutions Code section 202 mandates that these juvenile sentences conform to the interests of public safety and protection. It also requires the court to balance the best interests of the minor with the best interests of the public. I make sure that the judge remembers this at each stage of the proceedings.

At arraignment, the interests of the public might require that the minor be detained in the juvenile hall pending the outcome of the case. It may mean that I ask the judge for a restraining order where appropriate. When warranted, I assert the victim's right to be present during the proceedings. At sentencing, I argue that the youthful offender must be held to the appropriate level of accountability even if that means removing the minor from the home of his or her parent for an extended period of time.

Although I am not the victim's lawyer, I do feel that I represent the victim's interests as a member of the California community. Before and during trial, I try to reassure victims that we are going through the proceedings together.

This often gives victims the courage they need to tell the judge their stories. After a petition is sustained, I make sure that the judge orders that restitution be paid to the victim when that victim has been injured or has suffered property damage.

To me, my role in the juvenile justice system is clear. I must do more than simply present a case. I must also strive for a just outcome.

Parole Board Hearing — Where Two Different Voices Bring the Same Message

Authors to remain anonymous
The Victim’s Voice

My father was a court reporter. When I was growing up, I would hear the grueling stories as he dictated them. His office was right next to my bedroom. I always wondered how the parents and families felt when an offense was committed against their

children. I also wondered if my children ever became a victim of a crime, would I be able to forgive the offender? Unfortunately, I was put through the test. My daughter was the victim of a very serious rape. When it was time for the offender to get paroled my husband and I wanted to be there. We had written response letters to the parole board each year but had not actually attended a parole hearing.

Editor’s... (From page two)

The young man that actually wielded the knife that invaded Alex’s chest three times was the only one to do time at the Youth Authority. The others were sent to local county facilities for six months. These sentences were a shock to my family and me. Was that all that Alex’s life was worth?

There was some satisfaction at the first Youthful Offender Parole Board (YOPB) hearing. This was victim statement number eight. The 14-year-old murderer would be in a CYA institutions until his 25th birthday. Closure?

I have come to the conclusion that there is no such thing as ‘closure.’ The emotions are too great — too complicated.

I didn’t have contact with my son’s killer until that final YOPB hearing prior to his release because of age. I got strength from the fact that **Greg Zermeño**, who was superintendent at the time, and **Mark Blaser**, who was with the Office of Prevention and Victims Services (OPVS), were with me that morning. This was the first time, from the start of the court process and that first YOPB hearing

that I had someone with me. They gave me the strength I needed to go through the hearing and face this young man after ten years. What struck me was how changed he was. He was older and I could see a less in-your-face air about him. All I could think of was how his actions ten years prior had taken two lives. Alex died, but this young man’s youth also died that day.

Closure? There will never be closure. Every time I see a picture, or remember some of the crazy things Alex would do or say, the walls I have built crack. A year or so ago I agreed to participate on a video for OPVS and the walls crumbled and emotions flooded my well being. I have been given a copy of the video — it is still in its envelope on my desk — unopened. So I have a great respect for victims who come to the CYA institutions and paroles offices to conduct victim awareness classes.

Am I a ‘typical’ victim? I don’t think so, each victim is unique, and this is what makes those who work well with victims ‘special’ in the criminal justice system across the country. The work OPVS staff does in the Youth Authority is further complicated by the fact that they cannot be influenced solely by the victim’s story and act only as advocates for victims . They must also service the victimizers and their families outside.

It had been six years since the offender had been locked up in the California Youth Authority (CYA). We wanted to see what he looked like and also face him. We went to the hearing to hopefully get closure.

As the day approached I was faced with many fears and questions. How frightening is it to be in a juvenile detention facility? Would I be treated with respect? Who was going to read the impact letter to the parole board? (I knew I would be too emotional to do this) Would my victim witness advocate be there if I needed support? Would I see other offenders in the facility? Would my daughter’s offender hurt me in any way?

The CYA Victim Services Division staff member, that helped me most of the time the offender was incarcerated, was the most compassionate person. She listened when I cried and helped me find peace in my own personal life as well. In the past, she previously worked closely with wards in the system, so she had a great deal of insight into how the system worked. She gave me information and then let me work out what I wanted to do. In the end, the decision was made to attend the parole hearing. It was the best thing we decided to do. The outcome was positive and healing.

The actual day my husband and I went to the parole hearing, I said a prayer. I am not a religious person, but very spiritual in nature. I was hoping to find peace and I had hoped that the offender would also. Before entering the facility, we were checked in and given personal alarms to attach to our belts. This frightened me. If the offender was going to be released, I did not understand why I needed this

protection. They said it was standard practice. If anything went wrong I could use it and help would be there. I was taken into an office where the offender’s parole agent, my victim services staff member, my husband, a Parole Agent III, and I met.

We went over the offender’s progress, which would be discussed during the hearing. We were told that he was doing very well and had finished up all the counseling classes he needed to take. We were also told that he was mentoring in other counseling classes to help others in the system. The offender had received his high school diploma and was taking college courses. I felt good about this. For the past six years I had prayed that he would take the necessary steps to get help. It seemed that my prayers had been answered.

In the room for the hearing we sat on one side of the room and the offender’s mother sat on the other. The offender and his parole agent were seated between us in front of a long table. Across the table sat three parole board members. I felt it was important to read the impact statement myself. I needed the offender to understand that behind his actions stood real people with feelings. This I knew would be the only day that I would be able to have any contact with him. I wanted to be my daughter’s advocate. She could not come, as it is still too painful for her. I was hoping to make eye contact with the offender. This was important to me. Being able to look into someone’s eyes can tell you a great deal and I eventually got to do this.

The parole hearing opened with me being asked to read my impact statement. It was very (Please see **Parole Board**, page seven)

Victims Services Resource Phone Numbers & Websites

Web Sites

www.cya.ca.gov	California Youth Authority
www.ncjrs.org/jjhome.htm	National Criminal Justice Reference Service
www.ojp.usdoj.gov/ovc/	Office for Victims of Crime (OVC)
www.volcanopress.com	Volcano Press Publishers (books, videos and posters)
www.ocjp.ca.gov/	Office of Criminal Justice Planning
www.madd.org	Mothers Against Drunk Driving
metroguide.com/pomc/	Parents of Murdered Children

Phone Numbers

1-800-799-7233	National Domestic Violence Hotline
1-800-537-2238	National Resource Center on Domestic Violence
1-800-FYI-CALL	National Victim Center
1-800-TRY-NOVA	National Organization for Victims Assistance
1-800-438-MADD	Mothers Against Drunk Driving
1-800-851-3420	National Criminal Justice Reference Service
1-800-627-6872	Office for Victims of Crime Resource Center
1-800-777-9229	California Victims Compensation and Government Claims Board
1-800-7-VICTIM	Doris Tate Crime Victims' Bureau
1-800-VIC-TIMS	Victims of Crime Resource Center-McGeorge School of Law

Resource Numbers for Victim Services		
Battered Women's Justice Project		800-903-0111
Bureau of Indian Affairs Indian Country Child Abuse Hotline		800-633-5155
California Youth Crisis Line		800-843-5200
Childhelp USA National Child Abuse Hotline		800-4-A-CHILD
	TDD Hotline	800-2-A-CHILD
Justice Statistics Clearinghouse		800-732-3277
Juvenile Justice Clearinghouse		800-638-8736
Mothers Against Drunk Driving		800-438-MADD
National Center for Missing & Exploited Children		800-843-5678
	TDD Hotline	800-826-7653
National Center for Victims of Crime		800-FYI-CALL
National Children's Alliance		800-239-9950
National Clearinghouse for Alcohol and Drug Information		800-728-6686
	TDD Hotline	800-487-4889
	Hearing Impaired	800-735-2258
National Clearinghouse on Child Abuse and Neglect		800-394-3366
National Criminal Justice Reference Service { http://www.hcjrs.org }		800-851-3420
National Domestic Violence Hotline		800-799-7233
	TTY Hotline	800-787-3224
National Fraud Information Hotline		800-876-7060
National Organization for Victim Assistance		800-TRY-NOVA
Office of Victims of Crime Resource Center { http://www.ojp.usdoj.gov/ovc/ }		800-627-6872
Parents of Murdered Children		888-818-POMC
Rape, Abuse & Incest National Network		800-656-4673
Resource Center on Domestic Violence, Child Protection & Custody		800-527-3223
VALOR/National Victim Assistance Academy		877-748-NVAA

Motorola and Wireless Community Unite Against Domestic Violence

Every 15 seconds, a woman in this country is the victim of domestic violence and almost half of all homeless women and children are fleeing domestic violence situations. This is not a crime that just affects women. More than one in three Americans have been witness to an incident of domestic violence.

Domestic violence is quickly being recognized as one of the leading problems in American society. Long considered a hidden secret, national public awareness campaigns have pushed the issue of domestic violence into the American psyche. According to the *Family Violence Prevention Fund*, 83% of Americans consider domestic violence an extremely important social issue, ranking it above other issues such as the environment, teenage alcoholism and teen pregnancy.

The CALL to PROTECT program, a national educational and philanthropic program aimed at combating domestic violence, was created by Motorola, the Wireless Foundation, the National Coalition Against Domestic Violence (NCADV) and select wireless carriers. “Motorola is extremely proud to be a founder and a partner in the CALL to PROTECT initiative,” said **Rick Neal**, vice president and general manager for Motorola.

“One of the key aspects of our business is to help people benefit from wireless technology, so we have made a long-standing commitment to support programs like this.”

CALL to PROTECT provides the security and

of fear to a feeling of protection 24 hours a day.

Founded in 1996, CALL to PROTECT has helped protect more than 102,000 individuals in danger of abuse through the use of wireless phones.

combat domestic violence abuse.

CALL to PROTECT also provides wireless phones to domestic violence professionals so they can reach victims, report cases of abuse and contact emergency services immediately, if necessary.

Citizens can also help. The simple act of donating a used wireless phone can save a life. The Donate A Phone campaign began in 1999 to increase the number of wireless phones available to victims in need and generate additional resources to support the NCADV and other organizations working to combat abuse. The objective of the campaign is to collect some of the estimated 30 million no longer used wireless phones from the public.

Californians have responded by donating thousands of phones to the program. Several phone collection campaigns have been held in the past few years including collections through the offices of elected officials such as Senator **Bob Margett** and Congressman **Ed Royce**, collections at a recent San Francisco 49ers NFL game, and a collection at the state capitol.

The state capitol collection coincided with a new phone donation by Motorola and Sprint PCS to Sacramento area domestic violence shelters. Secretary of State **Bill Jones** and Consumer Services Director **Aileen Adams** and Assembly

(Please see Motorola, page seven)



mobility of wireless phones to victims of domestic violence, especially during the transition from living in an abusive situation to regaining safety and independence. The wireless phones, pre-programmed to dial 911 and one non-emergency number, can summon help with the push of a button and assist a victim in transitioning from a life

The campaign also provides the public with information on how to recognize signs of domestic violence and identifies steps to help those in need. To date, the Wireless Foundation, Motorola and carrier members, including Sprint PCS, have donated nearly 30,000 phones and matching airtime to organizations working to

Motorola...

(From page six)

Member **Hannah Beth Jackson** co-sponsored the event in an effort to better educate the public about domestic violence and show their commitment to stop the violence.

To date, nearly 1,500 CALL to PROTECT phones have been donated to 59 domestic abuse shelters and agencies across the state of California. Statistics show that each phone can serve up to six women each year, which equates to roughly 9,000 California women who have been helped through this program. That's 9,000 lives that may have been saved.

For more information on how you can donate used cell phones to help victims of domestic violence, visit the Call to Protect website at www.calltoprotect.org.

For general information about getting help for victims of domestic violence, please call the National Domestic Violence Hotline at 1-800-799-7233 or visit the NCADV website at www.ncadv.org.

CYA SUPPORTS CALL TO PROTECT

During the month of October 2001, the Victims Services Division (VSD) became the collection site for donated cellular phones. The response was so overwhelming that VSD has continued to collect the phones. Thus far, department staff have donated more than 200 phones! We, along with Motorola, and the Wireless Foundation, as well as untold numbers of domestic violence victims would like to extend our appreciation to each of you who donated your phones. Please continue to send your phones to the Victims Services Division, Attn: **Sharon Garcia**. For additional information, please visit www.donateaphone.com.

"Injustice anywhere is a threat to justice everywhere. We are caught in an inescapable network of mutuality, tied in a single garment of destiny. Whatever affects one directly, affects all indirectly."
Martin Luther King, Jr.

Parole Board...

(From page five)

emotional for me and also for the offender. Our family knew the offender prior to him raping our daughter. We had not seen each other for six years. As I was crying -- so was he. There were some things I did not expect in the hearing. I was taken through the report of the nurse who examined my daughter. I heard about the offender's family life and the CYA programs he went through to get help. I heard him talk about the accountability of his actions and how he knew there was nothing he could do to repay my daughter or my family. He was emotional throughout the hearing.

The last thing that was asked of him (that I did not expect) was for him to do a walk through of the night he raped my daughter. Oh God, I thought, how am I going to handle this? He went through the night in detail. I closed my eyes and remembered. You see, when my daughter did not get home by her curfew, I was concerned. I was the first person to find her right after the rape. The offender cried during his account of his actions and he apologized again to our daughter and us. The parole board asked for everyone to leave the room to further discuss the offender's release. We stood out in the hallway. The offender, his mother, and his parole agent

stood at the other end of the hallway. A few minutes went by and we were asked to come back into the room.

The parole board had made their decision to release the offender. They were looking at where to put him. In the impact statement that we wrote we did not think it would be good to have him released back into our community. The parole agent had two placement options. The first was placing him with his mother in our town or 50 minutes away from his mother and away from possible job placements. You could see that his mother wanted him home. Because we were at the hearing we were able to see how the offender handled himself. He knew more about himself than a lot of people I know, handled the pressure of the parole board, and was honest with his intentions. As I did not think he was going to pose a threat to our family, I told the parole board that we would not have a problem with him being released back into our community. He needed to get on with his life and we wanted to help him do this.

I want to encourage all victims and their families to attend their offenders' parole hearings. It may help you and your family to get some closure as it did for us. It helps offenders to understand there are real people that

were affected by their actions. If you do not go, the parole board makes the decision for you and your family without hearing your input. I wanted the chance to make my feelings clear. Our situation came out positive. I was able to forgive our offender for his actions, and as I stated in the impact statement, "we will never forget." I asked the parole board if I could do one more thing as a closure for myself. I asked to give the offender a hug. The words he said to me as I hugged him were "I am sorry, I am sorry." This day I will never forget.

The Offender's Voice

My mind and nerves were going crazy prior to my board hearing. I was scared and worried about what I would say to my victim's family if given the chance. I thought they might yell at me, or even want to hit me. All I wanted to do is say "I'm sorry" and show them the personal improvements I've made. I rarely thought about going home because I felt guilty when I did so. I cried most of the time during the hearing. I could not help it.

When I gave my victim's mother a hug, I felt as if we finally brought an end to a horrible chapter in our lives. I will forever be in debt to my victim and her family.

Finding the 'Lost But Not Forgotten' Victims



By **Rosemary Crisostomo**
Victim Services Analyst
OPVS

Do you know how it feels to make contact with someone that you haven't even spoken to? Someone who has been hurt by crime? It is a pretty frightening experience. That is how I feel when I make contact with a victim that has never been assisted or informed by the Criminal Justice System, as to the status of the offender(s) who caused them harm. My job is to make every attempt to locate victims of the most serious and violent cases committed to the Youth Author-

ity prior to 1995. These victims are referred to as, "Lost But Not Forgotten."

When making contact, not all victims are pleased. Some are very angry, hurt, traumatized and skeptical of our outreach. Although difficult, for me, it feels great to locate a victim. They often ask, "Why are you contacting me now?" or "What took so long for me to get this information?" Prior to 1998, victims received little or no information about the offender(s) that committed a crime against them due to limited resources. In 1998, the Office of Prevention and Victims Services received a grant from the Office of Criminal Justice and Planning to implement the Direct Service Enhancement Project, to reach out to those victims that had been lost in the system.

As a result of the Direct Service Enhancement efforts, victims have the opportunity to take part in an offender's parole hear-

ing and at their request, assist them in preparing a victim impact statement. The statement is read in the hearing and provides the offender and the Youthful Offender Parole Board information on how the crime affected the victim(s). Upon request, we also provide the victims(s) with the offender(s) status and current location. In an attempt to make contact with these victims, we work with Probation, Victim/Witness Assistance Offices throughout the counties, as well as the Juvenile Courts.

In 1998, I started in the Victims Services Division as an Office Technician on the "Victims Reparation Project." My job was the research and disbursement of victim(s) and Victims of Crime Program checks, and Victims of Crime Program claims, to ensure that offenders repay the Victims of Crime Program on behalf of those they have harmed.

The feeling of being able to
(Please see **Finding**, page eight)

Victim Reparation: Help Us to Help You

By **Holly Tran**
Office Technician
OPVS

Nine years ago I would never have dreamed of working for the state, let alone searching for “customers” to disburse money to. At the time I was busy going after my customers asking for money. I was the analyst/collector for Packard Bell/NEC Computers Inc., you see. I refused to work for the state. I viewed state employees as lazy, rude, and unconcerned. Maybe because I had several bad experiences with some of the departments then? My opinion has now changed.



Holly Tran
Office Technician

Today, I am a state employee, working for the Department of the Youth Authority, in the Office of Prevention and Victim Services (OPVS), as the office technician of the Victim Reparation Project. I am proud to work in OPVS. We have good team members. Everybody is dedicated and professional in working with our customers — the victims of crimes.

I concentrate in the area of receiving, reconciling, and disbursing restitution money to victims that have a good court order. Some of you may ask, “What is restitution?” Victim restitution is the reimbursement from responsible offenders for the out-of-pocket expenses the victim incurs as a result of the crime. Restitution is collected while an offender is housed at the institution(s) or voluntarily paid while he/she is on parole. It is then forwarded to me for disbursing. It sounds so routinely easy and boring, but has my job really ended here?

Not quite. Before any checks go out, I check the Victim Compensation and Government Claim database to verify if the payee filed a claim with the Victims of Crime Program and

received money. If so, that check will be held for further research because it would be unfair if the victim received payments twice. We call it double recovery.

Another problem faced is undeliverable checks. Checks are returned for various reasons, but mainly due to victims moving without notifying us. But that doesn’t stop us from reaching out to victims. There are several means that we use. The most efficient search tool being DMV access, 411 information, and/or the Internet. Checks are automatically sent to the new address if it correlates to the old one in our system. If not, an inquiry letter is mailed to the addresses that are listed in the same county that the crime occurred. If the search is exhausted, then the money will be rerouted to another victim(s) of the same ward. You may ask, “what if there was no other victim and/or if other victim(s) was paid off?” Then the money collected will be rolled over to the Victims of Crime Program to replenish the restitution fund.

Now let’s say the victim did receive the check and did not

cash it. Checks cannot be cashed after one year from the issue date. Therefore, I urge all victims to cash checks immediately, as we don’t have the resources to pay for the bank charges for returned checks. Once the check is staledated, we treat it as an undeliverable check and apply the above process.

We really care for our victims’ welfare. If you happened to be a person that does not wish to receive restitution, please let us know. The money collected will be directed to those that are in a financial hardship. Once again, please help us to help you.

Finding...

(From page seven)

send a check to a victim was so uplifting, especially, when it was a down-and-out moment for them. One victim, who I had frequent contact with, had her valuables stolen from her house, including her source of income. She was an elderly lady who crocheted items for a living. After the incident, she could not keep up with her bills. We were able to send her a total of \$235 in victim restitution.

As my career moved forward, I was fortunate to be given the opportunity to promote to a Staff Services Analyst. Today, I am able to assist crime victims. This is truly a rewarding experience.

Closure Doesn’t Come at the End of a Trial — Not for Victims

By **Sharon Garcia**
Victim Services Specialist
OPVS

He was just 24. A college student, married and working at a group home. It was late in March when I received the call. The caller on the other end of the line identified herself as the mother of a young man who was murdered. She followed up by stating that her son had been killed seven years earlier. The deputy district attorney had told her at the time that the offender would do about seven years in the Youth Authority (YA). She was calling to see what has happened to the offender. I was completely taken off guard. Not because this was the mother of a murder victim calling for information, but that she was so calm, apologized for bothering me and calling out of the blue, after all of these years.

She provided the name of the offender and her son. Although the case was in our system, we had lost contact several years before due to a bad address, and no forwarding order. The wife of the victim had requested notification in 1994, but by 1996, we had lost contact.

The mother of the murder victim provided her address and

other information—she was now in Florida. She also provided the last known address and phone number of her daughter-in-law, in Colorado.

We had a long conversation about the expectations of the YA, and programs that the offender would have been required to complete prior to a referral to parole. His Parole Consideration Date (PCD) was just four months away. The mother had called two weeks prior to the seventh anniversary of her son’s death.

It was now time to call the wife. Grief and healing come in many forms, and is very individual. I did wonder how the wife would handle hearing from the YA after all these years.

When I called, there was a very long silence on the end of the line. She later explained that she did not want to respond, she did not want to once again face the murder of her husband. With the anniversary approaching, she felt she would get through the day this year without falling apart. Now I was calling. She was overwhelmed. After speaking with her for nearly 20 minutes, she requested to come to the Parole Consideration Hearing (PCH). She lived in Colorado;

(Please see *Closure*, page nine)



Sharon Garcia
Victim Services Specialist

Important Phone Numbers
Director's Office
(916) 262-1467
Communications Office
(916) 262-1479
TDD
(916) 262-2913
(800) 735-2922
Safety Hotline
(800) 500-3730



CALIFORNIA YOUTH AUTHORITY
CYA TODAY
Official Youth Authority Newsletter

State of California
Gray Davis
Governor

Communications Office
George Kostyrko
Assistant Director/Executive Editor

Youth and Adult Correctional
Agency
Robert Presley
Secretary

Julio Calderón
Editor
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California Youth Authority
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4241 Williamsborough Dr.
Sacramento, CA 95823-2088
916.262.1473
www.cya.ca.gov

Richard Kai
Chief Deputy Director

Closure Doesn't Come...

(From page eight)

the hearing would be in California. She would be there, no matter the distance. She had gone to court; she had promised to follow the case until the end.

After seven months of conversation, PCD's being changed, plane reservations made, the hearing date approached. I arranged to pick her and her support person up at the hotel. It was there, and on the long drive to the institution, that more of the picture began to fill in.

Over the seven months of speaking with her and other family members, I learned a great deal about this 24 year-old group home counselor/college student. They married so young-she was just 18, he was 21. Later, they moved to a city where they knew no one, but wanted to attend the local college. He had worked at the group home for just a few months. He always called her; he always came home on time. Except this time.

She called the group home, only to be told there was a problem, and her husband could not come to the phone. After several frustrating hours, she drove to the group home. There, she was met by numerous police officers. When they identified her as the wife, they bluntly told her

that her young husband had been murdered. They offered her no support, no information, not even a ride home. Fortunately, law enforcement has changed, and continues to change to be more receptive to the needs of the victims and their families.

The next couple of weeks following the murder were a blur—calling relatives in three other states. Trying to make funeral arrangements. The lists were endless. And now, seven and a half years later, she was on her way to the parole hearing. We had to stop twice. The memories were too much—she was physically ill.

The hearing was very intense. Some thought her emotions were “out of control”, some saw her as needing counseling. I saw the passion of a first love. Newlyweds just starting out. Good memories. A life time ahead of them. All suddenly ripped out by the repeated stabbing of a knife. Seven years was not enough for a lifetime cut short.

Seven years later, much had healed in her life. Her support person at the hearing was her future mother-in-law. She now has a young child. She finished college, and went on to receive

her master's degree as well. She works with victims and offenders in a child protection agency. Seven years, a new life, some healing, but never forgotten. The wounds of grief can open quickly.

She now feels that she kept her promise—to follow this offender from beginning to end.

This is just one example of the numerous survivors that request ongoing notification, submit impact statements and attend hearings. At times, the emotional impact of working as a Victims Services Specialist can be overwhelming. I have always believed in the mission of this department. I have always believed that we have a responsibility to provide the best opportunities for our young men and women to change. The ability to hold our offenders accountable for their actions, providing counseling, treatment services and education is crucial. Additionally, understanding the complete picture of the impact of their crimes must also be viewed with the same importance. With more victims becoming involved in our system, it will only lead to better accountability. Not only for our offenders, but for our correctional staff as well.

A Mother's Story

By **Kathy Schultz**

A victim's mother

My daughter became a victim at the hands of one of her peers in April of her 8th grade year. Although she was not physically harmed she was mentally harmed. She was threatened very graphically by a boy that she had helped and befriended when no one else would. This confused her and scared her. It happened on a Friday while on a field trip with her school. She came home from the field trip terrified, but still did not want me to call the school. “Just wait mom,” she said. “Maybe everything will be okay on Monday.” But still she did not leave the house all weekend.

At school on Monday things just got worse. The kid came to school and had a knife. She stayed clear of him but others were victimized that day. My daughter went to the office and her friend was taken to jail.

Then we were thrust into the system. All of a sudden we were part of a story that I had only experienced watching TV -- Being served a summons; listening to testimony; watching my daughter on the stand terrified to say anything in front of her peer that

(Please see *A Mother's*, page thirteen)

A Day Teaching Offenders About Victim Restitution

By: **E. Monica Montanez**

Victims Reparation Analyst,
OPVS

As a non-peace officer staff working at Sacramento Youth Authority Headquarters, walking into an institutional setting can be somewhat intimidating. From the time you are handed a personal alarm at the control center, to walking onto the living unit, the line from the *Wizard of Oz* comes to mind, “I don't think we are in Kansas anymore.”

That's how I describe feeling the first time I entered an institution for the purpose of providing training to offenders. Although it's been almost two years since our office presented the first offender restitution training, I remember it vividly.

It was May 2000, and we were providing restitution training to approximately 50 wards on McCloud Hall at the N. A. Chaderjian Youth Correctional Facility. We introduced ourselves and informed the group that we were from the Office of Prevention and Victims Services (OPVS). Immediately, the wards began to ask, “Why are you here?” since “You guys are

“I learned that we can never escape justice.” A ward.



OPVS staff member **Jill Weston** provided restitution training to Karl Holton pre-parole wards.

the ones who help our victims” and, “You guys are the ones who take our money.” They were correct in that we provide assistance to victims and we were also the ones responsible for changing the law that allowed the deduction of up to 50 percent from ward's trust account deposits to pay for their court ordered restitution. So again, why were we there?

We asked the group if they wanted to know why they were ordered to pay restitution, how

the judge determined the amount, where did their money go, and what happened if they didn't pay? They suddenly seemed interested in what we had to say and I felt it was safe to take my hand off the personal alarm.

As the training progressed, it was interesting to hear the different types of cases and receive confirmation on how fragmented the system is in relation to restitution. We found that some offenders had paid off their resti-

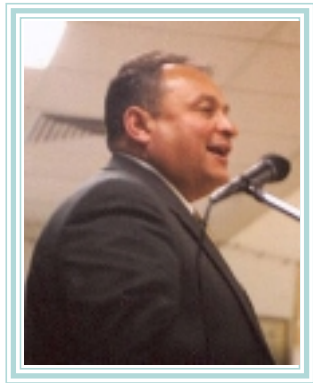
tution obligations at the county level and the Youth Authority was still collecting based on the court order. Others had co-offenders that were ordered to pay a portion of the restitution when others were ordered to pay the full amount. Not only was the training educational for the wards but it also allowed us, as staff, to become more aware of these common issues and handle them appropriately. The wards were surprised and pleased to hear that we would help them or provide them with the information to resolve these problems.

Balancing the rights of the victim, the offender, the community, and staff is something that makes sense, and for that reason, I enjoy working in OPVS. Since May 2000, we have provided training to more than 500 offenders and parolees and look forward to continuing with these trainings. It's all worth it when we receive comments from offenders with a better understanding of their responsibilities.

If you would like additional information or are interested in receiving restitution training please contact OPVS at (916) 262-1534.

The Immeasurable Contribution of Victims at YOPB Hearings

By **Raul Galindo**
Chairman, YOPB



Raul Galindo
YOPB Chairman

The victim's perspective is invaluable to the Youthful Offender Parole Board (YOPB) in conducting juvenile hearings for California Youth Authority (CYA) wards, particularly when addressing parole decisions. As a former law enforcement officer who worked closely with victims of crime, I know it takes a great deal of courage to attend such hearings and relive the horror and pain caused by the ward's offense. The impact of crime can be devastating. The disruption to family life, especially not feeling safe due to loss of life, precious possessions or invasion of home, is a tremendous loss.

Society places a heavy burden on crime victims. Just when victims feel most vulnerable, in the aftermath of the offense, they are called upon to testify as witnesses in the court process, often under conditions of great duress and intimidation. Becoming further involved, by attending parole hearings, may seem endless and overwhelming.

As chairman of the Youthful Offender Parole Board, I am very sensitive and empathetic to the

victim's role at our hearings. I also see firsthand the beneficial impact victims often have on our hearing process.

While the board always considers the victim's perspective at our hearings, understanding firsthand the impact of the crime and its continuing after-effects is far more powerful. Such valuable input has greater impact on wards. Particularly, those wards who have received counseling and training in the Youth Authority and are making strides towards living a crime-free life. Under such conditions, victim testimony acts as a strong reality check to enhance the ward's understanding of the impact his or her behavior has on the innocent.

Though it often seems we expect a lot from crime victims, I also see their participation as healing for all involved in the hearing process. Their experiences and contribution educate all participants and hopefully helps their healing process as well. Victims may experience doubt that their participation accomplishes much, but be assured that such participation is invaluable to the process and without it, the process would suffer.

On behalf of the board I extend thanks to each crime victim who has taken the time and made the effort to participate in board hearings. Additionally, you have our deepest sympathy for the injuries you have suffered and our support and appreciation for your courage in the face of adversity.

Balancing...

(From page one)

the offender who has caused them a lifetime of physical and emotional trauma, has been released.

Everyday we are confronted with questions from victims, offenders, their families and Youth Authority (YA) staff related to legal mandates, policy, procedure and practice of victims' services. Many times these urgent requests require quick decisions and interpretations of the laws governing victims' rights. It is a constant struggle and balancing act.

Although the YA is looked to as the leader in the field of victims services in juvenile corrections, there is still more work to be done and accomplishments to be made. We look forward to each and every opportunity to

deliver comprehensive, quality services to victims. One day, we hope to have a centralized automated tracking system for victim notification and restitution. We want every YA staff member to be trained on their roles and responsibilities in complying with legal mandates and the consequences for non-compliance. We are looking toward the availability of victim impact statements on every case and increased victims' attendance at Youthful Offender Parole Board Hearings. And, we work toward the day when victims awareness issues are made a priority in our daily interactions with victims, offenders, staff and the community.

Going From Victim to a Victim Advocate

By **Kimberly Busley**
Investigative Specialist
San Diego County District Attorney's Office

In July 1999, I became the victim of a CYA parolee. Today I am not only a survivor; I am a Crime Victim Advocate in the District Attorney Victim/Witness Assistance Program. I now work with new crime victims everyday. I was inspired by the disheartening realities of crime victims in the Criminal Justice System and also by the exceptional YA Victim Services staff.

Victims of crime are found in all socioeconomic levels, all educational, and all racial groups. I was in my fourth year of college at a reputable university. The offender in my case was there posing as a college student. I was in a relationship with a registered sex offender and was not aware of his criminal past whatsoever! The relationship ended in a brutal attack, one I was sure would end my life.

My own experience as a victim now serves as a tool for me in effectively assisting other victims of crime. I can truly relate to my victims, and most importantly, I understand their overflowing emotions. Everyone deals with traumatic events dif-

ferently, although, I see victimization as a disease. You know what symptoms come along with it and you can predict the stages towards recovery. Like many victims, I had never experienced the criminal justice system, and it was a rude awakening. I believe in the justice system, but it is not a "user-friendly" process. A determined victim, I devoted my spare time to learning about the system and my case.

Unless someone has been victimized, it is impossible to get a clear idea of the impact it has on you, your family, and your life in general. Fear affects your mental health, as well as your physical well-being. A victim may experience post traumatic stress disorder, nightmares, anxiety, paranoia, stomach upset, fatigue, depression, and most of all, the inability of trusting your own instincts. Everything requires crucial decision-making. These impacts along with the necessary doctor appointments, counseling, and court dates are exhausting. I would find myself struggling to remember what it felt like to feel happy or "normal," because the crime had left me so far from the

(Please see Victims, page eleven)

Initiating Contact, Ensuring Victims' Voices are Heard

By: **Karen Landry**,
Office Technician
OPVS

Each day holds a different



experience working in the Victim Services Division. There are always new people to talk to and get to know. The majority of these people are those who we are honoring this week — victims.

I can remember the first time I attended a hearing where both the victims and the ward were face to face. I didn't know what to expect. In some aspects, I'd pictured in my mind people who were enraged with anger, steam

coming from their ears like a tea-kettle when it's boiling hot... tempers are flaring, an atmosphere of negative words and hopelessness exists...yet, it wasn't like that at all.

As I saw the victims approaching the facility, they were people just like you and me. People who had a home, children, grandchildren, and dreams. They were calm, kind, and peaceful. I wouldn't have known by looking at them or talking with them that they had experienced something so tragic.

During the hearing, the victims were given an opportunity to express their feelings. I thought, "Boy, what will they say? How will they react?" The victims shed many tears as they began to recall that night. Yes, they were angry. Nevertheless, they remained as they had entered the building. Calm, kind, and peaceful. After sharing the events that had changed their lives, they spoke words of hope not only for themselves, but toward the ward also.

From that moment, my job

(Please see Initiating, page fifteen)

Victims...

(From page ten)

functional life I once had.

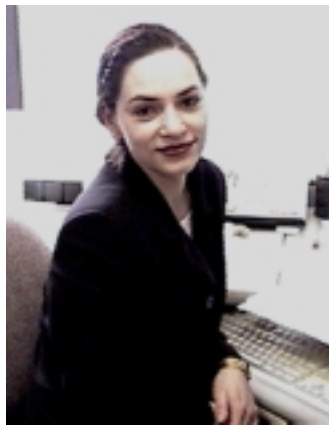
My goal is to meet the needs of victims in a way that empowers them, rather than making them dependent. I inform them of their rights as victims, educate them about the criminal justice system, and prepare them for the court process to prevent them from feeling re-victimized. It is my commitment to provide them with crisis intervention, emergency services, crime prevention information, unlimited resources and referrals, counseling, financial assistance, court accompaniment, etc. Hopefully, these services will enable victims to regain control of their lives.

I consider myself fortunate that my attacker had originally been a juvenile offender because he was under the jurisdiction of CYA. The CYA parole hold provided piece-of-mind in the beginning. I testified at the first Youthful Offender Parole Board

(YOPB) hearing at which his parole was revoked, and submitted numerous victim impact statements when the next parole consideration hearing approached. This was a very empowering opportunity as a victim. The YOPB made the decision to keep him in custody for the maximum time possible, until his 25th birthday. I finally felt that my voice was heard. The staff at CYA Victim Services, especially **Sharon Garcia** and **Jill Weston**, were readily available to talk to, and answer my many questions. They validated my fears as a victim, and acknowledged my family as victims as well. Their services made a difference at a difficult time in my life. I aim to do the same for victims that I work with.

On behalf of victims of violent crimes, I want to leave you with a quote from my own victim impact statement, "Some of you may believe he has done his time, it is important that you know I am still doing my time as a victim."

Working with Victims and Restitution



By **Renee Adame**
Victims Reparation Analyst
OPVS

I began working with victims in 2000 while employed at the Victim Compensation and Government Claims Board. I was not a claims specialist, but the person that processed the "expedite check request" for domestic violence relocations. I had the responsibility of making sure these requests were processed and sent to the victims.

A hard thing for me was that I never had any contact with these victims until they were thrown into this "expedite" process. Now they were asking me, "Where is my money, I have until today to pay the rent or else I'm going to be back on the street!" It was difficult having to calm an upset victim that has been waiting for assistance. At this point, they were *upset* at me.

I now had my first hand contact with victims that were in temporary housing waiting for

a check to pay a deposit/rent for an apartment or they were living on the street because they escaped a violent environment. I had the responsibility of making sure the whole process was completed correctly before the check was cut. It was very satisfying for me when I was able to give a crying, distraught victim a date and time that they would receive their money, and they were so thankful.

I am now a Victim Reparation Analyst for the Office of Prevention and Victim Services (OPVS) at the California Youth Authority (CYA). I research files for the fine/victim restitution purposes. I write to the courts with requests to amend the courts' orders regarding restitution fines/victim restitution. If the victim received any assistance from the Victim Compensation and Government Claims Board, I request that the court orders the money be paid back to the board for reimbursement. The reason for this request is to make sure each ward is held accountable for their crimes.

Although my primary clients are victims, I also provide assistance to wards in need of researching discrepancies regarding restitution and collection. It would not be fair for wards to pay more than the amount the court ordered. So I begin working on behalf of ward(s) — researching the amount of restitution that was ordered and/or col-

Restitution: Understanding the Process Breeds Drive to Pay Among Some Wards

By: **Prince Williams**

A ward

(Editor's Note: During the last two years, the Victims Reparation Project has provided "Restitution Training for Offenders" at several sites throughout the state. In May 2001, the Victims Reparation Project trained staff from each institution and parole office to provide this training to all offenders. This story is one offender's outlook on his restitution responsibilities.)

When I was sentenced to the Youth Authority in May 1995, I had no idea what restitution was. I had knew the impact I had on my victim and how my role in the series of events led to my victim being placed in intensive care and almost dying. But, I didn't even think to pay any money or thought I had any financial obligations.

After almost six and a half years of not paying any money to my victims, or any court fines, the staff from the Victims Ser-

vices Division came to my dorm and showed me how much money I owed. When I first heard that I owed money, I thought it was impossible, because I had already been incarcerated for over six years.

But the staff assured me that I did owe the money. And the total amount had been \$12,500. The staff also told me that it would be broken down to a lesser amount of \$3,100. The offender's restitution was "apportioned," that is, divided equally among his co-offenders.

I was hurt by the news, but I then started to put together a plan to pay the money. Another ward and I discussed a plan for us to use 100 percent of all money we earned toward paying our victims' restitution obligation. I then started working 12 - 13 hours a day to pay off my restitution. I was able to pay off my restitution obligation in three months.

Victims' Thankful Testimony

By **Courtney Wycoff**
Staff Service Analyst
OPVS

What do a foster mother of 15 and an elderly couple living on social security payments have in common? They are both beneficiaries of services of the Office of Prevention and Victim Services (OPVS). Due to the Juvenile Accountability Incentive Block Grant (JAIBG), the Office of Prevention and Victim Services has been able to locate victims and disburse monies that have been waiting for their rightful owners.

Nancy*, a foster mother of 15 children, four of them under the age of six years, recently found reason to give thanks in the aftermath of Sept. 11, 2001, and her own personal tragedies.

Upon receipt of a contact letter from OPVS, she called our office wondering why we were writing to her. She said that she has been victimized so much lately, she had completely forgotten about the burglary that had taken place in 1995. Still unsure as to why she received a letter, we explained to her that we had collected the \$100 in restitution that was owed to her. She immediately began crying and thanking our office. She told us that in the past three weeks, her house and van had been "tagged," and her children's bicycles had been stolen. Her in-

*(Please see **Testimony**, page twelve)*

Carson: A Ward Prepares to Face His Victim’s Family

By **Devonyan Carson**
Ward, DWNTC

When I first received the news that my victim’s family was scheduled to attend my parole consideration hearing, I became very uncomfortable. This was the second time I would appear for my parole consideration, but the first time my victim’s family would attend. I did not know what to expect. All I felt sure of was that they hated me and wanted me locked up forever.

I also knew that if I continued to entertain this pessimistic perspective, I would become angry and stressed. I started to view things from the survivor’s side. I had to understand that my victim’s mother lost her son. I am forever indebted to her.

It is no longer about me; it is about her and those who loved **Chris**. I knew that I had to be ready and willing to do and accept anything that supported

closure to them — even if it meant being denied parole.

When I first saw my victim’s family, I didn’t experience any negative emotions. I knew that I was truly remorseful and understood their feelings. It was my job to convey these feelings to them as clearly as possible.

It wasn’t an awkward or difficult situation for me. I was nervous, but comfortable with myself. I didn’t know how, but I was sure that God would see me through.

In a way, I ignored my feelings about the hearing because I didn’t want it to affect the way I wanted to express myself.

After the hearing, I was able to relax and review everything in my mind. All of my feelings came out. I thought it went well. After all of these years and suffering, the survivors finally got the chance to address me.

They spoke of their deep pain and trauma. All of the missed smiles and happy days. The heartache and inner emptiness they experience as a result of my cruelty and malice.

They reawakened my guilt and all I could do was cry. I’ve grown to be a positive and responsible young adult and to be reminded of the pain and suffering of those you hurt leaves an overwhelming feeling of shame. His family spoke to me with care and concern, not anger and hatred. That meant a lot to me -- it demonstrated the goodness of a human loving heart.

I dedicated my life to them. I feel a piece of my soul was given back to me and it was a relief. My victim’s family really inspired me to give greater effort in all of my endeavors. They wished me luck and told me they had high expectations of me.

Bringing Honor to Victims by Providing Services

Jill Weston, Parole Agent II
Victims Services Specialist
OPVS

For someone who has changed assignments about every three to four years in an 18-year CYA career, what is it that has “held” me at the Office for Prevention and Victims Services for longer than three years?

It is the opportunity to honor victims/survivors who have been physically, emotionally, mentally, financially and spiritually harmed by offenders and the system. It is the opportunity to be helpful and not hurtful by:

- Returning a phone call as promised.
- Not calling a victim/survivor at work because they are too emotional to talk at work and co-workers don’t know what happened to them.
- Calling victims/survivors at home “after hours” or on weekends because they can’t take calls between 8:00 a.m. and 5:00 p.m.
- Being mindful to not leave information on the answering machine because the kids might hear.
- Following up a long phone call with a letter to explain legal and procedural jargon that was used.
- Learning from victim impact statements. Remembering

burglary victim’s words about the loss of sentimental items: “Money cannot buy my heart.”

- Using the Internet to map directions so victims/survivors can attend a parole hearing.
- Listening to victims who called the wrong number and referring them to the appropriate agency. Listening again when they call back because they are not being assisted.
- Not making promises that I can’t personally deliver.
- Not making excuses when miscommunication or errors occur.

It is the opportunity to be respectful of offenders and offenders’ families who are in need of assistance, and are unsure that the Office of Prevention and Victims Services will help someone other than victims. It is the opportunity to be helpful and not hurtful by:

- Working with an offender’s mother for over 16 months to have the CYA and the county confirm that she paid her son’s \$10,000+ restitution and was entitled to a refund.
- Encouraging an offender’s grandmother to make small restitution payments, but not to take out a second mortgage

on her home.

- Working with many offenders’ parents who are paying victim restitution to both the county and CYA and are unclear if the payments are being tracked correctly.
- Providing restitution training directly to offenders and helping them understand the restitution process and purpose.
- Writing judges on behalf of offenders when the victim restitution order is not consistent among co-offenders.

The examples I have listed are just a few of the opportunities at OPVS where I know that I can bring honor and respect to others. Sometimes the situation is tragic, horrific and there is very little tangible remedy. Then I hear, “Thanks for listening,” “This is the first time someone has listened to me,” “Thank you for following up” and “Thank you for trying.”

I stay because I have the opportunity to do my job in a way that makes sense, that is right, and in line with my beliefs. Under less than ideal circumstances, every once in awhile what I do feels like work. However, 99.9 percent of the time it’s about honoring and respecting others and their needs.

Testimony

(From page eleven)

surance would not reimburse her for the full amount it took to replace the bicycles, and she had to pay a deductible for the paint job on her van and house. Nancy was extremely thankful for the “blessing” that the CYA had bestowed on her.

Similarly, Mr. And Mrs. K.* were experiencing financial difficulties. Being an elderly couple, they were finding that their social security checks were stretched thin with the expenses of monthly living. When Mrs. K. received our letter, she immediately called to ask what it was about. She also had trouble remembering the robbery that had taken place against her husband in 1991. When informed that our parole unit had collected \$395 in restitution for them, she was elated! Mrs. K. proclaimed our services “angelic” for helping senior citizens like herself and her husband.

Courts...

(From page four)

government on joint projects to provide the ability for children to make money to pay restitution.

The issue of disproportionate minority confinement in the juvenile justice system requires a caring community that will look at all decisions made in a child’s case from the time of first contact on the street until the time of pronouncement of dismissal in order to determine why there is a problem. That same process should be going on with regards to treatment of victims. Courts need to look closely at how a victim sees the process. This might mean having a judge “walk through” what happens to a victim when they try to find their way to participate. It should be an eye-opener as would a survey of victims’ experiences through focus groups or exit interviews.

Finally, in this writer’s opinion, convening a victims’ services task force that might serve to enlighten politicians and the public to the problems encountered by victims who want to participate. This group could fact find, study and make recommendations as to how the juvenile justice system could address the provision of services issues. It might also serve to publicize the need for community involvement. Since it is only through community involvement and committed judiciary that the juvenile court can make a difference.

A Historical Note

In March 1997, Congress passes at historic speed the Victims Rights Clarification Act of 1997 to clarify existing federal law allowing victims to attend a trial and to appear as “impact witnesses” during the sentencing phase of both capital and non-capital cases.

Victim Voices Complete the Story for YOPB and Wards

By: **Sharon English**
YOPB Representative
(Retired OPVS Deputy
Director)

“We escaped the Communists, we survived the sea. Now we have to survive violence at the hands of our children. Why do they do this?” This statement by a Cambodian refugee at the Youthful Offender Parole Board (YOPB) hearing for the young offender who robbed his store and beat his wife, had more impact than any thing else ever said to the young man.

“At night we locked the door to keep the bad guys out. We did not know we were locking the bad guy in,” stated the mother of a sexual assault victim who attended the hearing for her nephew whom she and her husband had taken into their home after his own parents were incarcerated. Their anguish over not protecting their own child, and their deep hurt at the hands of a relative they tried to help, had a major impact on the offender.

“I just want to know if you are going to hurt me again?” was the question posed by the 74-year-old rape victim who needed to see her young offender and hear directly from him that he was not targeting her. She was relieved to learn that the YOPB would not approve parole back to her county.

“We don’t hate you, we want you to be successful. But we don’t want you to ever forget what you have done to our son and to our family.” These words, spoken by the father of a murdered teen, helped to close a chapter in both the offender’s and the survivor’s life.

These examples are typical of the questions asked during hearings where crime victims or their survivors choose to participate. In California, victims have a Constitutional right to make a statement to the YOPB, but far

too few attend. And that fact deprives the offender, the Board staff, and the CYA personnel of important information.

Victim participation in hearings is for the purpose of hearing about the IMPACT of the crime on them and their families. The following information will hopefully help in understanding the importance of victim participation in YOPB hearings.

First, the board hearing officers can set the order of the presentations, can limit the number of participants and the amount of time for each person presenting, can focus the speaker on the “impact” of the crime, and can ask that a crime victim be removed from the hearing room if he or she is disruptive, confrontational, or interfering with the proceedings. The officers should help the crime victim understand the process of the hearings before the hearing begins.

How To Use the Information Provided By the Victim

Victim testimony provides another view of the crime. Most offenders only give their side and even the correctional staff who prepare the reports have limited information on both sides of the story. They rely on court documents, the offender’s statements, the history on the family of the offender, and probation reports that also focus on the offender. Often, there are no Victim Impact Statements or details. In the case of death, usually the Impact Statement section says “no contact, victim deceased.” And, for juvenile cases, the statement may be untimely or non-existent since the court proceedings can occur quickly and in private.

Victim testimony can provide information to the Board and to the offender on the long-term damage done and on the

victim’s recovery. Victim testimony can help measure the opposition or support that exists for the offender’s release.

Victim testimony can personalize the offender’s behavior and help the staff work better with the offender on being held accountable. Offenders have a tendency to minimize their behavior and the damage they have caused. The testimony on the impact can help explain the need for restitution. It will also highlight the reality that most costs are not covered by restitution.

Victim testimony can provide information about the crime that the offender and the court procedures dilute. For example was a robbery just that? Or was there an element of racism, of exaggerated brutality, of strange obsessions or attractions—like racial name calling, hurting of old people or animals or children? And just what was stolen. Also, the testimony can offer more information on the behavior of the offender at the time of the offense—leader, antagonist, or helper to the victims.

Victim testimony provides a way for those hurt by crime to have a voice, to have more respect and knowledge about the system.

Victim testimony can help the staff learn more about the harm caused.

Why Victim Involvement is Good for the Board, Offenders, Staff, and Victims or Survivors

The Board—victims help complete the story and help assess the long-term damage done.

The Offender—victims help the offender learn about the real impact of their behavior.

The Staff—victims help the staff know what the offender has done and ways to right those wrongs. Institutions become iso-

lated places for offenders and for the staff.

The Victims or Survivors—access to the Board allows them to participate in government, to have a voice in the justice system, and to feel they are heard and informed.

Why Would Victims Not Want to Attend Hearings or Have Their Voices Heard?

It is not that they don’t care. It is usually that they have run out of patience or courage, or are physically incapacitated, have Post Traumatic Stress Disorder symptoms, or have transportation problems.

The more likely reason however is fear of retaliation, fear of seeing the offender or his supporters, fear of the offender physically or emotionally, fear of being in an institution, fear that the Board staff and institutional personnel are offender advocates and therefore the “enemy.”

In closing, this area of the victim assistance field is still being plowed. Far too few victims participate. Each case is so different and yet, the questions and concerns are similar. Questions include: “Do you know what you have done to us?”; “Have you learned anything in here?”; “Are you going to hurt anyone in the future?”; “How have you changed?” The questions are basic and need to be answered. And they are the same questions we as correctional staff should also ask.

Offender responses vary but for the most part they do make some attempt to voice their remorse and commitment to change. Are these mere words for the moment or testimony to a value change that will produce non-criminal behavior? No one knows. We only know that we have a more complete story through the voices of the victims, voices of sorrow, and remarkably, — of hope.

A Mother’s...

(From page nine)

he might come back to get her someday. I wanted him hung or locked away and the key thrown away. I decided that I was going to be at every hearing and this kid would never get out if I had anything to do with it.

I was at his sentencing and was not happy with the results. This was MY DAUGHTER that he had threatened. He had forever changed her life and my life. I am supposed to protect her. She

changed from being outgoing and trusting to being withdrawn and untrusting. This was not fair she did not ask for this. And he only got a few years.

Everything with the system and CYA went great for the first couple of years; I was notified of the hearings. The Victim Services Division made sure that I was not alone at these hearings and stood by me with their support all the way. I could not have

done it without them. I am so glad that I went to all the hearings that took place in Stockton. I got to see with my own eyes how this kid had changed. I learned where he came from and what his background was. This helped me to understand a little more why he was the way he was. I saw the progress he was making with my own eyes. I needed that. Someone can tell me all they want, but if I do not

see it with my own eyes I tend not to believe. This kid went from an uncaring person to someone who honestly wanted to get better and make something of himself. He always looked me right in the eyes and all he ever wanted was for me to make sure that I told my daughter how sorry he was. I cried at these hearings and so did he. Not fake tears, but REAL tears.

(Please see *A Mother’s*, page fourteen)

Life of an MSW Intern at OPVS

By **Alexander Taylor**
MSW Intern,
OPVS



After touring the Northern Youth Correctional Reception Center & Clinic (NYCRCC) at the California Youth Authority (CYA) more than four years ago, I decided that I wanted to become a Youth Correctional Counselor (YCC). With family members employed (not detained) by the California Department of Corrections (CDC) and CYA, it is not surprising that when it came time to choose an internship for Social Work Graduate School, my first choice was CYA Office of Prevention and Victims Services (OPVS). In September 2001, I became a member of the team.

When I arrived, I began my indefinite orientation. Having never worked for a state or government agency, I was surprised to find limited resources and few perks. No longer was water, coffee, plates, utensils, and a refrigerator provided free and -- to

think I want to become a YCC. Private industry has it good!

Orientation included watching videos, attending initial board hearings at NYCRCC, and reviewing files to become familiar with cases. After several weeks of orientation, I was able to remember a few of my assigned tasks.

My primary task at OPVS is to assist with intake and file research. As new wards are admitted to CYA and their intake sheet becomes available, I check out their file from Master Files in order to thoroughly research their records. In reviewing a ward's file, I pay close attention to the following areas:

- Court ordered restitution/ fine
- Court ordered victim restitution
- Victim names
- Victim addresses
- Counts or charges against the ward.

Occasionally, court orders and probation documents provide enough information for our office to notify victims of their rights. However, the majority of cases require further research for the following reasons:

- Incomplete victim name and/or address
- Court-ordered restitution does not reflect either the victim's name, claimed losses, or probation's recommendation

When discrepancies are found, or need further clarification, a letter is written to the appropriate court or probation department.

While OPVS has formed alliances with different court clerks and probation officers throughout California, networking and communicating with courts and probation departments remains a difficult task.

If OPVS had a contact person at every probation department, our requests would probably be answered quicker.

By collaborating efforts, OPVS, probation departments, and the courts can more efficiently and effectively hold offenders accountable for their crime(s).

In May 2002, my internship will end at OPVS.

I have applied to work as a YCC at O.H. Close Youth Correctional Facility in Stockton. The knowledge and skills I have gained from interning at OPVS will enable me to better explain to offenders the importance of restorative justice and restitution.

Furthermore, my understanding of court procedures and probation protocol will provide me the tools necessary to guide wards through the restitution process. My experience with providing victims' services makes me a more balanced individual, as I now understand some of the challenges and struggles offenders and victims' face when justice is due.



The Master Files Unit provides the records needed to serve the victims of crime. (l to rt) Mike McPartlan, office assistant, Lori Aguila, office assistant, Lisa Braik, office assistant, Cipi Saldaña, office technician, Marilyn Tomka, office technician, and Dominic Hatfield, office services supervisor II.

A Mother's... (From page thirteen)

I was very satisfied with the system until the annual review hearing that was coming up just prior to his possible parole date. I was notified of the hearing month, however, was never notified of the exact date. The institutional staff was to advise me of the date once it was set. No one ever called me. When I called the Victims Services Division to ask for accompaniment, I found out that the hearing had come and gone. The institution called me to find out why I was not there. I was furious. I was robbed of my rights to look this kid in the face and make him face me. I wanted the Parole Board to know that I was not notified of the hearing date. I did not want them to think that I did not care what happened. I wrote letters and believe me, everyone knew how I felt. Right up to the head guy in Sacramento.

I went to the parole hearing and was given the opportunity to listen to all the great advances and the progress that this kid had made. I was so pleased with what I saw. This kid had transformed into someone that I honestly

felt that I could like. I honestly had no problem with his getting paroled as long as his counseling continued. My daughter is no longer afraid of him. She is still different, but not afraid like she was.

He was paroled and was put right back into my community. I met with his field parole officer. I think the meeting that Victim Services set up for us with the perpetrator is the reason for this. If I hear that he has done anything wrong, I will be the first to call his parole officer and have him put right back in there. They know that I want to be notified of anything that happens. Of course the perpetrator has rights, as well. When he was asked by his field parole officer if he had a problem with me receiving continued notification, he told his parole officer that he could tell me anything I wanted to know because I had saved his life. Had I not followed through and gotten him put into the system, he would probably be dead by now if he had continued down the path that he was taking. In

(Please see A Mother's, page fifteen)

< 2002 EVENTS >

Please mark your calendars for the events listed below.

APRIL

National Child Abuse Prevention Month
National Sexual Assault Awareness Month
National Alcohol Awareness Month
April 21 – 27: National Crime Victims' Rights Week
April 26 – 28: National Youth Services Days

MAY

May 1: National Law Day
May 5 – 11: National Correctional Officers Week
May 6 – 13: National Safe Kids Week
May 6 – 12: National Suicide Awareness Week
May 12 – 18: National Police Week
May 15: National Peace Officers' Memorial Day
May 25: National Missing Children's Day

JUNE

National Safety Month

June 24 – 19: National Victims Assistance Academy

AUGUST

August 7: National Night Out
August 18-23: 28th Annual NOVA Conference

OCTOBER

National Domestic Violence Awareness Month
Crime Prevention Month
October 13 – 19: Week Without Violence
October 20 – 26: America's Safe Schools Week
October 23-31: Red Ribbon Week

NOVEMBER

November – December: Tie One On For Safety

DECEMBER

National Drunk and Drugged Driving Prevention Month

Initiating...

(From page ten)

was clear. I have to make contact with as many victims as possible each month so that each victim is offered the opportunity to have the offender see the impact of their crimes through their victim's eyes, and how they have forever shaped the lives of their victims.

My job sometimes involves the initial contact with the victims. I am responsible for sending forms and brochures out to the victims, informing them of the services we provide. Upon receipt of the forms, the process of notification begins.

A different form is then sent to the institution where the ward is housed informing the Parole Agent III of the type of notification that the victims choose to receive. Once our office receives the notification letter, it is mailed to the victim. If the victims are interested in attending the hearing, they will either contact our office or the institution that is stated in the letter as the contact.

I find myself setting goals daily of how many victim packets I will process in an effort to contact more victims and asking what else can I do to ensure that their voices can be heard — loud and clear.

“I cannot say whether things will get better if we change; what I can say is they must change if they are to get better.”

G.C. Lichtenberg

A Mother's...

(From page fourteen)

this case the system worked, not only for my daughter and me but also for this kid. Hopefully he will continue to follow the new path that was formed for him. Not everyone gets a second chance like he did and so far he is taking full advantage of it. This would never have happened if it were not for the great counselor and institutional parole agent he had at CYA, the great field parole officer he has now and the awesome people at the Victims Services Division.



Sharon English on Proper Youthful Offender Board Questions for Victims

Questions from the Youthful Offender Parole Board should focus on the impact of the crime both initially and long term. These should include areas of financial, emotional, and physical losses. At a minimum, they should do the following:

1. Ensure through the institution or camp staff that the victim is processed efficiently and has a place to wait that is separate from the offender or the offender's family and support persons.
2. Have the victim or survivor meet with the board hearing officers to explain the hearing participation options, including making a confidential statement. Victims also have the right to an interpreter if one is needed and there are staff at each CYA site who receive additional pay monthly to provide these types of services.
3. Explain how the hearing will be conducted and their role in the hearing. Remember they are in “foreign” territory and correctional facilities can be frightening and intimidating places. Correctional staff are often seen as offender advocates and crime victims might feel like they are in danger or that we are the enemy. Victims should also be told that background information on juvenile offenders is to be regarded as confidential.
4. Encourage the victim or survivor to focus on the impact of the crime so the hearing officers can get a clear picture of the damage done both initially and long term. The hearing is not for purpose of re-trying the crime, debating the facts of the offense, or setting restitution. The court process already did that. Victim testimony is to provide a more balanced picture of the behavior by the offender.
5. Depending on the offender's general presentation and the victim presentation, an apology may be offered. If the offender states that he/she wants to apologize, the board officers should ask the victim if they want to hear the apology directly, or through the board, or not at all. Apologies should not be mandated and board officers should not order or direct an offender to apologize directly to the victim or survivor. Also, written apologies must be reviewed by staff before being given to the victim.
6. Although some victims might want to participate in a mediation type activity, the board hearing is not the place for this. If the offender is over 18, CYA staff can possibly arrange for these types of meetings. Some CYA staff are trained on how to conduct these meetings. If the victim is interested in this type of meeting, the person should be referred to the OPVS through the PA III.
7. The victims or survivors should be allowed to present written or recorded impact statements, and should be allowed to share any personal materials they may have brought with them such as photos of the victim or the survivors. Materials they leave with the hearing officers should be given to the staff after the hearing for either filing or shredding. This should be done AFTER the victim leaves the room.
8. The victim or survivor should be told about the decision of the board and the reasons for the decision.
9. Unpaid court ordered restitution must become a Condition of Parole (WIC 1766.1). Unpaid restitution and the lack of good efforts to pay the restitution are grounds for denying an Honorable Discharge.

“You get the best out of others when you give the best of yourself.”

Harry Firestone

How to Avoid Becoming a Victim of Identity Theft

It may be impossible to totally protect ourselves from identity theft, however, there are several steps we can take to protect ourselves.

- Do not routinely carry your Social Security card, birth certificate, passport or more than one or two credit cards. If you must have all of these with you, take extra precautions to reduce any risk of loss or theft.
- Shred or tear up any credit card, debit card or ATM receipts. Do the same with any unused preapproved credit card solicitations and convenience checks.
- Carefully review all of your credit card statements and utility bills. Report any unauthorized or unexplainable charges.
- Order a credit report each year from the three major credit reporting agencies (see below for information).
- Photo copy all of your credit cards and write the toll free numbers next to the copy. Keep this in a secure place.
- If you shop the Internet, use a secure browser that encrypts or scrambles purchase information.
- Never give out your credit card, bank account or social security number over the telephone unless you placed the call and you have a trusted business relationship with the business or organization.

Bringing
★ Honor to
★ Victims ★★

JUSTICE • SUPPORT • VOICE
VOICE • CHOICES • COUNSEL
RESOURCES • INFORMATION
PARTICIPATION • ADVOCACY
COUNSELING • RESTITUTION
SAFETY • VOICE • SUPPORT
INFORMATION • RESOURCES
ADVOCACY • SUPPORT • COUNSELING • SAFETY
RESTITUTION • SAFETY • JUSTICE • COUNSELING
PARTICIPATION • CHOICES • RESOURCES • INFO
JUSTICE • ADVOCACY • COUNSELING • SUPPORT
COUNSELING • SUPPORT • RESTITUTION • VOICE
VOICE • RESPECT • INFORMATION • RESTITUTION

National Crime Victims' Rights Week

APRIL 21-27, 2002

OFFICE FOR VICTIMS OF CRIME U.S. DEPARTMENT OF JUSTICE 1-800-627-6872 • www.ojp.usdoj.gov/ovc	NATIONAL CENTER FOR VICTIMS OF CRIME 1-800-FYI-CALL • www.ncvc.org	CHILDHELP USA NATIONAL HOTLINE TDD Hotline 1-800-2-A-CHILD MOTHERS AGAINST DRUNK DRIVING 1-800-6ET-MAAD RAPE, ABUSE & INCEST NATIONAL NETWORK 1-800-566-4673 NATIONAL CENTER FOR MISSING & EXPLOITED CHILDREN 1-800-THE-LOST • TDD Hotline 1800-826-7653	NATIONAL DOMESTIC VIOLENCE 1-800-798-SAFE • TTY Hotline 1-800-787-3224 NATIONAL CHILDREN'S ALLIANCE 1-800-238-9850 NATIONAL ORGANIZATION FOR VICTIM ASSISTANCE 1-800-TRY-40VA PARENTS OF MURDERED CHILDREN 1-888-818-POMC
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